

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
OFFICE OF INTEGRATED CARE**

HEALTHY WAY L.A. GUIDELINES

SUBJECT	GUIDELINE NO.	EFFECTIVE DATE	PAGE
Healthy Way L.A. (HWLA) Referral Tracking System	I.E	08/01/2011	1 of 2
		REVISED	
		10/16/12	
DISTRIBUTION:	<input type="checkbox"/> Community Partners <input checked="" type="checkbox"/> Directly-operated Programs		
	<input type="checkbox"/> Legal Entity Providers <input checked="" type="checkbox"/> Service Area Navigators		

PURPOSE: To provide information on what the Referral Tracking System (RTS) collects, who is supposed to use it, and how it should be used.

- DEFINITIONS:**
1. Referral Tracking System (RTS) – The RTS is a web-based application developed by DMH to track Healthy Way L.A. (HWLA) referrals for mental health services.
 2. HWLA Referral – For the purpose of this guideline, any HWLA member who is not currently receiving mental health services, who has been referred to mental health by their Primary Care Provider or self-refers by requesting mental health services on their own behalf, is considered a HWLA Referral.
 3. HWLA Member – For the purpose of this guideline, HWLA members are individuals who are enrolled in HWLA or who have submitted an application for HWLA and are pending a decision on whether they have been approved or denied for HWLA.

- GUIDELINES:**
1. All HWLA referrals must be entered into the RTS.
 2. Service Area Navigators and mental health programs that have access to the RTS must enter the HWLA referral data directly into the RTS.
 3. Mental health programs that do not have access to the RTS must complete and submit the Monthly HWLA Referral Tracking Log in accordance with DMH Office of Integrated Care, Healthy Way L.A. Guideline I.D, Tracking Healthy Way L.A. Referrals.

- PROCESS:**
1. The RTS can be found through the following websites:

DMH Staff Link: <https://intra.dmhapps.co.la.ca.us/DMHReferrals>. Use your DMH Network user name and password (same user name and password used to log-on to your computer)

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Legal Entities/Community Partners Link:

<https://dmhapps.co.la.ca.us/DMHReferrals> (RSA Secure ID Token required). User Name is your C #. Password must be requested from the DMH Help Desk (213-351-1335). If you already have a password for an Outcomes Measurement Application (OMA), that will also work for the RTS.

2. Only users who have been granted permission will be able to access the website.
 - 2.1 Users can request access for the RTS from the Office of Integrated Care by e-mailing HWLA@dmh.lacounty.gov
3. The RTS will validate whether an individual is eligible for HWLA by verifying whether they are included in the Department of Health Services' list of HWLA Matched individuals. Those with an existing DMH ID are also cross-checked against the State MEDS file to determine whether they have Medi-Cal.
 - 3.1 Individuals enrolled in HWLA who also have Medi-Cal are not eligible for HWLA services and should be treated as a Medi-Cal client.
4. Instructions on how to use the RTS can be found in the User Manual located in the upper right-hand corner of the RTS webpage.

References DMH Office of Integrated Care, Healthy Way L.A. Guideline I.D, Tracking Healthy Way L.A. Referrals